

Jubilee Life

Issue 10



Golden Jubilee
Foundation
Patients at the heart of progress



**Interview
with new
Chief
Executive**

**Collaboration
is the future**

**Leading the way to shorter waiting times for patients
Hotel Awards Success ~ Volunteer news ~ CBE for Chair Susan Douglas-Scott
Building work starts on new cataract unit ~ and much more...**

Susan Douglas-Scott Awarded CBE

Changing attitudes for **B**etter outcomes in **E**quality

Chair of the Golden Jubilee Foundation, Susan Douglas-Scott, was awarded Commander of the British Empire (CBE) in the Queen's New Year's Honours List 2019.

The prestigious accolade was awarded in recognition of Susan's long service to public life and commitment to promoting diversity, inclusivity and equality with a focus on improving the lives of individuals.

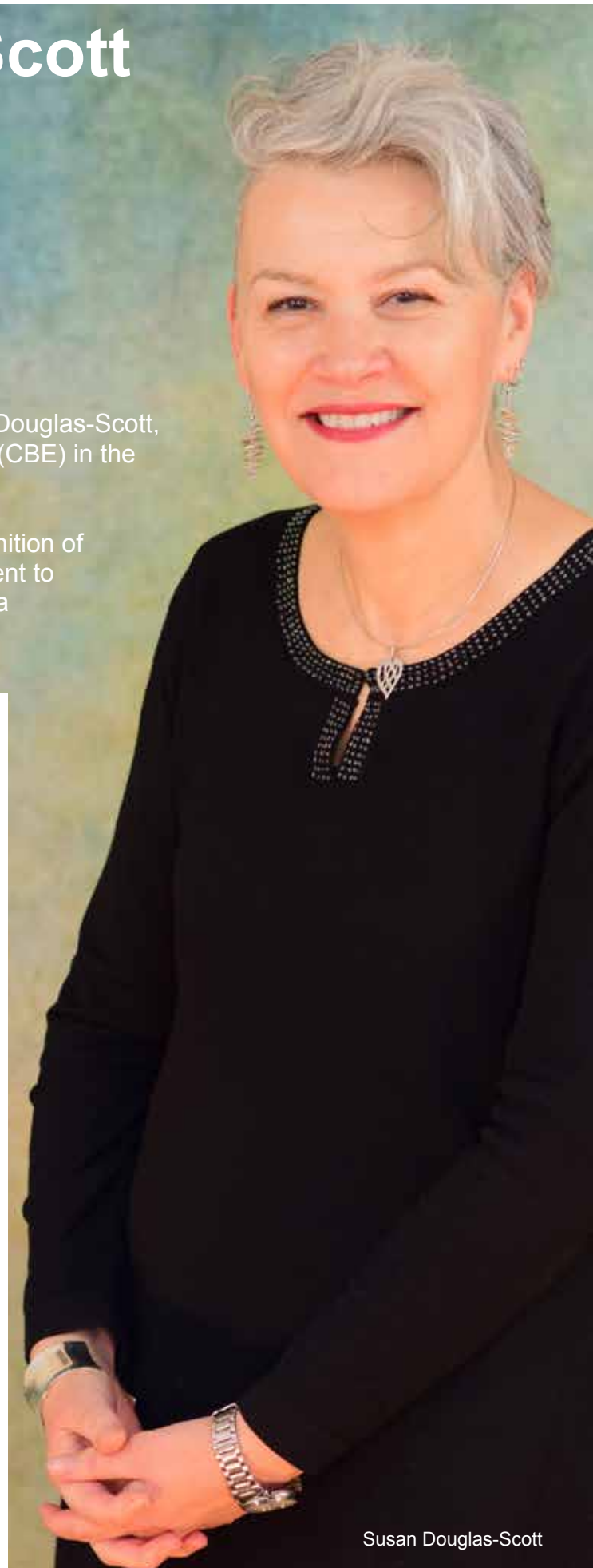
About Susan Douglas-Scott CBE

Susan's diverse career includes 18 years spent working in local authorities, non-Government Organisations and third sector organisations and eight years as a freelance consultant in equalities, health, disability and social care:

- Chief Executive Officer of PHACE Scotland, Epilepsy Scotland and the Health and Social Care Alliance
- Vice Chair, Interim Chair and Vice President, Leonard Cheshire Disability
- Non Executive Director, NHS Education for Scotland
- Chair, Independent Living Fund Scotland and Golden Jubilee Foundation
- Humanist celebrant

In all her roles Susan uses her skills as a "committed people person", holding strong foundations in supporting people to live their lives in a positive way. With over two decades in the leadership of organisations Susan has given her experience and insight into how strategy and focussing on people can bring about effective change. She has a keen eye for organisational development and through that lens, guides organisations to deliver services that make a real difference to the people they serve.

In her personal life, Susan and her partner Gerrie were the first lesbian couple to have a legal marriage ceremony in Scotland on 31 December 2014, having campaigned for equality for many years.



Susan Douglas-Scott

Nurses ‘Four Hospitals Walk’ in memory of brave Eilidh

A team of dedicated nurses embarked on a walk with a difference to raise money for heart patients and our Scottish Adult Congenital Cardiac Service (SACCS).

A group of 20 theatre nurses from the Queen Elizabeth University Hospital (QEUG) in Glasgow completed their ‘Four Hospitals Walk’ in October to raise more than £2,000 for the SACCS service here at the Golden Jubilee.

The 10-mile fundraising walk went from Glasgow’s new Victoria Hospital to the QEUG and Gartnavel Hospital before finishing at the site of the old Western Infirmary.

Rhona Nicolson’s brave and inspirational daughter Eilidh, 21, was a SACCS patient before she sadly passed away earlier last year.

The fundraiser was organised to not only recognise what a wonderful girl Eilidh was and show support to mum Rhona, but to raise funds for the cardiac service Eilidh attended.

“I am delighted to receive this award. I’ve been privileged to meet many amazing people throughout my life and career, learning a lot from them. My gift has been that I have been able to share their experiences and stories to bring about positive change for others in their lives.

“Being Chair of the Golden Jubilee Foundation and Independent Living Fund means I continue to be in such a position. I firmly believe where there is a positive and supportive people centred culture, everyone thrives in both the workplace and society. I will always strive for equality and inclusion and thanks to everyone who supports me, I am very much part of a team so this award reflects everything we all do together.”

Susan Douglas-Scott,
Chair

“At the Golden Jubilee we are very proud of our inclusive attitude and behaviours, and in line with our vision to lead quality, research and innovation, we want to be an employer that goes above and beyond in changing attitudes for the better.

“Having Susan as our Chair embodies this aim and we are delighted that she has been recognised for all the groundbreaking equality work that she has undertaken throughout her life and career.”

Anne Marie Cavanagh,
Nurse Director

“It was an excellent day and we had wonderful support from our colleagues.

“The walk was in memory of Eilidh as well as to raise money for the unit which gave her such great care.

“It’s also great to be able to help other people with congenital cardiac disease by raising money for the services they use. In terms of the day itself it was lovely and sunny, there was lots of camaraderie and we were all rewarded with a nice lunch in the West End afterwards.

“I just want to say a huge thanks to everybody who walked and to those who donated, but special thanks to Stephanie Leca, a Senior Charge Nurse at the Queen Elizabeth, who set up a JustGiving page and who played a major part.”

Rhona, Charge Nurse at the Queen Elizabeth University Hospital

“We are hugely indebted to Rhona, her colleagues and all their supporters for raising such a fantastic sum of money for SACCS.

“We are constantly amazed at the generosity people show with their donations towards all our services at the Golden Jubilee. We cannot thank them enough.

“Donations like this from Rhona and her colleagues will help us ensure we can make a real difference to the lives of other patients and enhance their experience and care at the Golden Jubilee.”

Mike Higgins, Medical Director



Rhona Nicolson pictured third from the left at the cheque presentation following the nurses’ walk

Inspirational schoolgirl brings ‘SACCS’ full of joy to heart patients



An inspirational schoolgirl continued her mission to help people with heart disease when she dropped off sacks full of presents for patients and families at the Golden Jubilee.

Anna Hemphill (front left, sitting) with patient Euan Bisset, school friends, teacher Colette Watt (left) and Golden Jubilee National Services Division (NSD) staff with all the presents

Anna Hemphill, maths teacher Colette Watt and school friends Caitlin Cunningham, Cristina Mazzoni and Jack Purdie, visited our National Services Division (NSD) ward in December with a cheque for £1,600, two food hampers and four sacks of presents including iTunes and hotel vouchers and massive Christmas crackers filled with goodies.

Anna was just 10 years old when mum Mary was first admitted to the Golden Jubilee National Hospital in 2011 to have aortic valve replacement surgery.

Since then, Anna, now 17, has raised £12,000 and donated thousands of pounds worth of goods for the Golden Jubilee, the British Heart Foundation and the Scottish Association of Children with Heart Disorders.

Proud mum Mary, 44, is still under the care of the Scottish Adult Congenital Cardiac Service (SACCS) team at the Golden Jubilee.

“I went through a really difficult time so I just want to help others who are going through the same thing.

“It’s also to say thank you for all the amazing care the Golden Jubilee and all the heart charities give to the likes of my family.

“My friends and family, everyone at my school and the whole community really support me and I want them to know how grateful I am for that and for their generosity.”

Anna Hemphill

“SACCS would like to express thanks to Anna for her ongoing support to the patients and charities that provide support for patients with a cardiac diagnosis.

“Her organisation of a variety of events to raise money is greatly appreciated and will be of huge benefit to patients and their families who attend this specialist unit at the Golden Jubilee.”

Maggie Simpson, SACCS Senior Nurse Specialist

New Policies site will be easier to use

A newly developed SharePoint site, which will make it easier for staff to use, will replace Q-Pulse on 1 April.

The site will be our central library for all policies, guidelines and protocols and will be accessed exactly the same as it is at the moment via the existing 'NWTC systems' and Staffnet links.

It will look different, but staff should find it easier to navigate. Members of the Clinical Governance Department are currently liaising with area leads to review and support the migration of documents to the new system in preparation for the 'Go Live' date.

Awareness and education drop-in sessions to demonstrate the new system and highlight the supporting process will be held in the Innovation Hub on the following dates:

- Monday 1 April, 12pm-5pm
- Tuesday 9 April, 9.30am-2pm
- Thursday 18 April, 12pm-5pm
- Wednesday 24 April, 9.30am-2pm.



Contact...

For further information, contact Laura Langan Riach, Head of Clinical Governance, or email Policies and Guidelines at Policies&Guidelines@gjnh.scot.nhs.uk.

First Golden Jubilee patient for UK 'chronic pain' trial

Golden Jubilee researchers have recruited their first patients for a new trial which aims to reduce chronic pain in patients having a planned open thoracotomy (lung surgery).

Researchers across the country aim to recruit more than 1,000 patients to 20 centres over the next three years to test the effectiveness of epidural and paravertebral blocks – which are both routinely used as a pain relief measure – in reducing chronic pain after open thoracotomy.

The Golden Jubilee is the only Scottish centre participating in TOPIC2, a UK multi centre trial which is funded by the National Institute for Health Research.

Our first patient was recruited and operated on within 24 hours of the trial getting underway here.

We now aim to recruit at least 72 adult patients having elective (planned) open thoracotomy who are willing to complete questionnaires about their pain three, six and 12 months after surgery.

“We’re delighted to be participating in this trial which has been driven by patient requests for research targeting the important problem of chronic pain after surgery.

“We are amazed that we were able to recruit our first patient so quickly, but that’s testament to what it sets out to do – establishing if an Epidural or a Paravertebral anaesthetic block reduces their pain more effectively in the long term.”

Dr Ben Shelley, Principal Investigator and Consultant in Cardiothoracic Anaesthesia and Intensive Care at the Golden Jubilee National Hospital

“With a vision of leading quality, research and innovation, the Golden Jubilee Foundation is at the forefront of delivering technology based research and innovations.

“This trial, which has been designed to meet a request from patients themselves, shows that there is a place for any solution which can improve treatment options and quality of life for patients.

“We are delighted to be participating in the trial and although the results are not expected for around four or five years, we are excited to see what this study could tell us about the impact of these two different pain relief blocks on patients in the long term.”

Dr Mike Higgins, Medical Director



Hotel is region's Most Accessible and Best Large Conference venue

From left Gary Gault, Margaret Young, Denis Flanagan and Sasha Paton

The Golden Jubilee Conference Hotel was celebrating again after winning the prestigious Large Conference Hotel of the Year regional title for the second year in a row and being named Most Accessible Hotel at Scotland's flagship hotel awards.

Four staff also picked up People of Excellence Awards at the regional Scottish Hotel Awards ceremony in Glasgow in January.

Denis Flanagan was named Food and Beverage Manager of the Year, Sasha Paton won the Duty/Operations Manager of the Year title, Margaret Young was named Banqueting Individual of the Year and Gary Gault is Banqueting Chef of the Year.

The Hotel and staff are now in the running for the six national titles at the annual gala ceremony, which will be held in April.



“Retaining the Conference Hotel of the Year title is an amazing achievement, showing that we continue to move forward and are committed to world class customer service.

“As an integral part of the NHS in Scotland, it is vital our services are accessible to all people, so we are delighted to have been named the region's Most Accessible Hotel.

“Our team really go the extra mile to cater for everyone and we are very experienced in dealing with individuals or large conferences for people with additional needs.

“It is the hard work, dedication and professionalism of all of our staff that has led to these awards and I would like to thank every member of our team for the excellent work they do day in, day out.

“I'd also like to congratulate Denis, Sasha, Margaret and Gary for their individual achievements, which are very well deserved.”

Bronagh Bell, Hotel Director



Need to postpone? Pick up the phone!

The Golden Jubilee Foundation is launching a campaign to encourage patients to phone in and cancel endoscopy appointments they cannot attend.

Cancelled endoscopy appointments cost the Jubilee more than £21,000 per year and we are looking to reduce that cost by offering these appointments to other patients.

While the appointments may be at very short notice, patients have responded positively to being seen quicker.

By using up the appointment space, we will also help keep waiting times down even further.

A video will also be produced for the campaign which will be available to view on our social media pages soon.



Golden Jubilee Hotel gets the right Verdict once again



In the court of public opinion, the Golden Jubilee Conference Hotel received another outstanding verdict with a Gold Standard award for consistently delivering excellent customer experience throughout 2018.

The Conference Hotel received the VenueVerdict Gold Accreditation for 2018 after receiving the accolade for each of the quarters throughout the year.

Market research agency BVA BDRC accredit the Gold Standard to venues achieving a 12-month Net Promoter Score (NPS) of +70 (scores range from -100 to +100), which is based entirely on customer feedback.

“We are absolutely delighted to have received the Gold Accreditation for the fourth quarter of 2018, making it a clean sweep for the whole year for this prestigious award.

“This highlights the hard work and dedication of our staff who go the extra mile for our all of our clients and guests and consistently maintain the high standards we are known for in the Meetings, Incentives, Conferences and Exhibitions (MICE) market.

“Last year really was a tremendous one for us, growing our international association market and reputation and we will carry this forward, striving to improve our services even further in the year ahead.

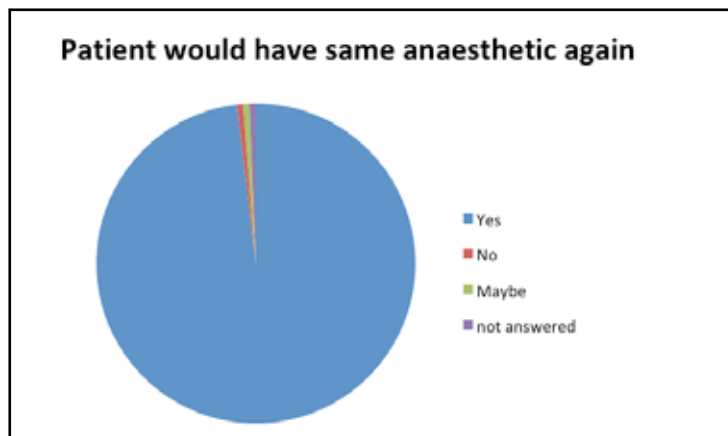
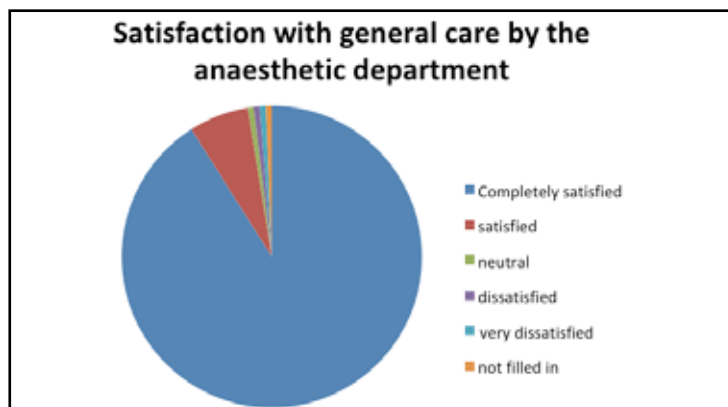
“I would like to thank each member of our hard-working team for their dedication and can-do attitude which helps us deliver innovative, collaborative and bespoke services for a unique user experience.”

Bronagh Bell, Hotel Director

Anaesthetic Service Patient Feedback 2018

The 2018 survey was looking into patient feedback in regards to our Arthroplasty peri-operative anaesthetic services. From the 260 patients surveyed, we received 156 replies giving a response rate of 60%. We also received 90 compliments and nine improvement ideas.

These are the main results:



Same day therapy means less time in hospital for patients

Knee and hip replacement patients will spend less time in the Golden Jubilee National Hospital following the results of a pilot study led by our Rehabilitation team.

The study, carried out in November, found that the introduction of Occupational Therapy on the day of surgery resulted in three quarters of patients being discharged from the service earlier.

The success of the pilot now means future knee and hip replacement patients can expect shorter stays at the Golden Jubilee as the service will be offered as part of routine post operative care for joint replacement patients in the future.

Previously, total knee or hip replacement patients start physiotherapy rehabilitation on the same day of surgery, but did not begin occupational therapy until the following day.

During the study the average duration of occupational therapy for patients after a total knee replacement was reduced from 1.9 days to 1.1 days, while times for those receiving total hip replacements went down from 1.9 days to 1.4 days.

Crucially, no patients who were assessed on day of surgery reported adverse effects from the earlier occupational therapy assessments.

A shorter duration with occupational therapists means patients could potentially be discharged from hospital much earlier.

Reducing the time patients spend in hospital, enhances patient recovery, increases capacity for more procedures, thus further reducing waiting times.

Figures from November 2018 show that 20 per cent of patients having hip replacement were discharged the day after surgery at the Golden Jubilee – 75 per cent on day two and 90 per cent on day three. For patients having knee replacements, 3 per cent went home the day after surgery, 58 per cent on day two and 86 per cent on day three.

All patients in the study said they were happy with their occupational therapy, however, a small number felt they weren't ready for it at the time of their first assessment.



Occupational Therapist Joanne Noble with patient Clare Hilson, who received same day occupational therapy

ERAS

The Golden Jubilee Conference Hotel was the venue for our annual Enhanced Recovery After Orthopaedic Surgery (ERAS) and was a great success once again.

Staff from around the country working with and in orthopaedics attended in numbers to hear a brilliant selection of speakers – including Senior Occupational Therapist Jamie McNaught – covering topics from patient experience and returning to work and day zero therapy.

Watch...

You can view the video on our social media pages and on our YouTube channel at: www.youtube.com/watch?v=WPL8gStYMw0.

“The pilot of same day occupational therapy allowed patients to become independent with personal care and other activities around half a day earlier than normal.

“The pilot has also created a shift in culture within occupational therapy. Occupational therapists are now confident to assess patients in the hours after joint replacement, where previously input was started the next day.”

Jamie McNaught,
Occupational Therapy
Team Lead

“We are moving towards much shorter stays in hospital for patients, which is beneficial both for their recovery and health, and also represents wider benefits for Health Boards, increasing capacity thus treating more patients in a timely way.

“This pilot is an example of patient centred care. The Occupational health team is dedicated to enhancing patient care with patient recovery at the forefront of their work.”

Lynne Ayton, Associate
Director of Operations for
Regional and National
Medicine



European Union Withdrawal

The United Kingdom (UK), including Scotland, may be leaving the European Union (EU) as soon as 29 March 2019. This process is often known as 'Brexit'.

It's still not clear how EU exit will happen, or whether it will happen. Despite this, the Scottish Government is working with the UK Government and public bodies to take steps to prepare for the potential impacts on people and business in Scotland.

This work is looking at two main options:

- EU exit with a 'withdrawal agreement' and transition period, and
- EU exit without a deal (a 'no deal' situation).

You may have questions about what EU exit means for you. You might have questions about the availability of medicines or food, or how EU citizens living in Scotland may be affected.

The website www.mygov.scot/eu-exit-brexit provides information and guidance to help you prepare for EU exit, including a 'no deal' situation. Not all information is available at this time, but regular updates will be made as new information becomes available.

For more info...

Please contact Anne Marie Cavanagh, Executive Nurse Director, on 0141 951 5179 (extension 5179) or by emailing AnneMarie.Cavanagh@gjnh.scot.nhs.uk

How are we communicating with staff about the potential impact of EU Withdrawal?

Our Human Resources team will be arranging drop in events and meetings that all staff are welcome to attend. They will also be issuing a Managers guide to support EU and European Economic Area (EEA) nationals working within the Golden Jubilee. The guide will provide information on how best to support EU/EEA staff and those affected by Brexit and will be updated as discussions progress. It will also detail useful email and website addresses and a set of Frequently Asked Questions.

All relevant documents and web links will continue to be available on the dedicated Brexit Staffnet page that has already been set up for staff at:

<http://jubileestaffnet/index.php/staff-work/brexit/>

How is the organisation planning for EU Withdrawal?

As with any potential risks, we are using a business continuity approach to dealing with EU Withdrawal. We know that there are key areas around workforce, medical supplies and devices, general supplies and financial risks. We are currently working to make sure we limit any possible disruption. However, as there are still no decisions around Brexit we cannot put any of our plans into place until there is confirmation of the way forward.

Jubilee delivers Scotland's first 'Heart in a Box' transplants

Scotland's first 'Heart in a Box' patients are living life to the full following their transplants at the Golden Jubilee National Hospital.

Roger Marr and Julie-Ann Morris were the first people in Scotland to have a heart transplant using the Organ Care System (OCS) – the world's first portable system to keep human organs warm and functioning outside of the body.

The OCS extends the amount of time a donated organ can remain outside the body in a condition suitable for transplantation, while giving surgeons the opportunity to assess an organ's function.

It contains technologies which simulate the conditions of the human body and allows organs to function as they normally do.

Assistant Rail Construction Manager Roger Marr, 46, from Prestonpans in East Lothian, was the first Scottish patient to receive a new heart using OCS.

He first went to his GP back in November 2017 where it was first thought he had 'Australian' flu – a severe strain of the virus known as H3N2.

It was soon discovered he actually had a viral infection, which eventually caused severe heart failure.

He was admitted to the Golden Jubilee National Hospital and told he needed a heart transplant to survive.

On top of that, while he was in hospital awaiting his transplant, his wife Caroline discovered she was seven weeks pregnant with baby son Rocco, who was born last June.



(L-R) Karim Morcos (Locum Appointment for Training), Jonathan Dalzell (Locum Consultant), Surgeon Phil Curry, Roger Marr, wife Caroline, baby son Rocco and the OCS machine

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“I owe so much to the donor, their family and transplant team at the Jubilee, I cannot put into words my gratitude or how I feel. They saved my life and gave me a life with my newborn son, who is now running me ragged.

“The cardio rehab in Edinburgh can't believe my progress and say I'm six to eight weeks more advanced than other patients, so I don't know if that has anything to do with the Heart in a Box.”

Roger Marr

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Senior Insurance Underwriter Julie-Ann Morris, 41, from Glasgow, was lucky enough to receive her heart transplant through OCS four days after being put on the transplant list – just a few weeks after Roger.

She was diagnosed with cardiomyopathy when she was in her teens and had two separate defibrillators implanted in her heart in 2006 and 2012.

Julie-Ann had lived with her heart problems for most of her life and had even accepted she would probably die young because of it, like other family members had before her.

She gradually started becoming more seriously ill during last year and in December, following a series of tests, Golden Jubilee specialists came to the conclusion that she needed a heart transplant.

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 “Now I have a chance to have more of a life than I ever had. Before I was physically unable to walk even short distances, but now I can look forward to a future where I want to climb a Munro.”

“The real inspirations are the doctors, surgeons and all supporting staff that care for the patients with compassion and respect at the time they are most vulnerable. For me life really is beginning at 40.”

Julie-Ann Morris

“It is a fantastic achievement to have completed our first two heart transplants using the Organ Care System – for the first time in Scotland - with good results for the patients involved.

“Roger and Julie-Ann are both young and were critically ill, but they are now making good progress and I have little doubt that using the OCS helped keep the donors’ hearts in premium condition before transplantation.

“Using new technologies that can benefit patients and improve outcomes for them is a major part of what we do.”

Phil Curry, transplant Surgeon

Retrieval team is up to the challenge

The organ retrieval procedure is one of the most critical parts of the transplantation journey.

The journey starts when the NHS Blood and Transplant (BT) hub contacts centres like the Golden Jubilee for possible recipients. The Transplant Coordinator will review the details on a password protected site and then liaise with the transplant surgeon for a potential match.

The transplant team will review available information such as height, weight, age, blood group and many other parameters to assess transplant suitability. Once accepted, the retrieval process is triggered.

The Golden Jubilee National Hospital contributes to the National Organ Retrieval Service (NORS) by providing quality assessment, optimisation and procurement of cardiothoracic organs. The team mobilises within an hour when donated organs become available.

Consultant surgeons, fellows, theatre nurses and retrieval practitioners travel with the necessary equipment to donor hospitals across the UK to work with other retrieval teams and specialised nurses in organ donation in a coordinated and cohesive effort to secure organs for patients waiting on transplant lists.

The retrieval team will commence a process of assessments, checks and optimisations that must be completed before an organ can leave the donor’s hospital and brought to the Golden Jubilee by the fastest available methods. The service has acquired an ex Vivo perfusion system (the Organ Care System) to maximise the number of hearts made available to our patients.

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 “It is a very structured and coordinated process and from start to finish the procedure is carried out with the utmost respect for the donor, and in accordance with the family’s wishes.

“I am proud to say we have a very dedicated and skilled retrieval team here at the Golden Jubilee National Hospital who work tirelessly and professionally for the best outcomes for our patients.

“Their devotion and expertise are the foundation for a successful transplantation, their contribution cannot be overstated.”

Professor Nawwar Al-Attar, Heart transplant surgeon



Transplant retrieval team

Leading the way to shorter waiting times for Scottish patients

State-of-the-art CT scanner doubles capacity at Golden Jubilee

The Golden Jubilee has taken delivery of a state-of-the-art Computer Tomography (CT) scanner to help us further reduce waiting times across Scotland.

Funded through the Scottish Government's multi-million pound Waiting Times Improvement Plan, the new equipment will more than double CT capacity – meaning we can carry out an extra 10,500 procedures in 2019/20 for orthopaedic, cardiothoracic, stroke and neurological patients, as well as those on a cancer treatment pathway.

It will also support the hospital's elective centres expansion programme.

The first of its kind in the United Kingdom, the scanner uses tablet-type technology to speed up procedures - allowing staff to spend more time with patients.

The new technology also means patients need lower doses of radiation and take shorter breath-holds as image acquisition sequences are quicker, which can all result in faster scans.

Investment from the Scottish Government's Waiting Times Improvement Plan will also enable Golden Jubilee specialists to carry out an additional 200 joint replacements, 600 eye procedures, 1,200 scopes (endoscopy/colonoscopy) and 200 general surgery operations in 2019/2020.

“This additional CT scanner at the Golden Jubilee will make a significant difference to people from across Scotland.

“By working together with colleagues in other NHS Boards we can treat patients in line with the Treatment Time Guarantee and make sure services are tailored to meet the needs of patients and referring Board areas, delivering quality services across boundaries.

“This investment is great news for patients who will be seen quicker, allowing them to receive faster diagnosis and treatment, which will help improve the health of thousands every year throughout the country.”

Jann Gardner, Chief Executive

“I'm pleased to announce the initial tranche of almost £27 million of the £850m funding from our Waiting Times Improvement Plan to health boards which will help improve performance with recruitment of additional nursing staff, new equipment, staff cover and further weekend and evening clinics.

“At the Golden Jubilee, the new CT scanner will produce additional scans for over 10,000 patients, meaning these people will have their diagnostic test results sooner.”

Jeane Freeman, Cabinet Secretary for Health and Sport



Jeane Freeman, Susan Douglas-Scott and Jann Gardner meet and chat with patients and staff during the Cabinet Secretary's visit



Foundation for the future

Building work starts on Golden Jubilee's new Ophthalmology unit

Work has begun on the Golden Jubilee Foundation's dedicated Ophthalmology unit following Full Business Case approval by the Scottish Government.

The unit will start treating patients in 2020 and will increase the numbers of patients receiving cataracts year on year in line with projected demand across the west of Scotland. By 2035, the Golden Jubilee will be treating a minimum of 10,000 people a year in this specialty.

The new facility will harness the Golden Jubilee ophthalmic model of care which has already allowed the National Hospital to, not only treat more patients, but provide an excellent quality of service and patient experience.

This model for cataract surgery has involved new ways of working, focusing on a team approach. Optometrists see new outpatients in clinic and nurses have been upskilled to take on additional responsibilities - freeing up consultants to spend more time in theatre. Consultants are also now working across two theatres, which allows them to increase the number of patients receiving surgery each day.

The planned expansion of the Golden Jubilee is part of the national Elective Centres' Programme for 'in demand' specialities. Work is progressing to significantly expand capacity through the Golden Jubilee's phase two plans, which include additional orthopaedic, general surgery and diagnostic procedures.



Progress as of March 2019

“We are delighted to have started work on the first phase of our expansion plans with our dedicated cataract unit expected to be complete by Summer 2020.

“At a time where we need to meet the needs of a growing and increasingly elderly population, by combining our new facility with our evidenced improved patient experience, we will be able to provide sustainable services in this high demand specialty.

“This means even more patients will be treated faster, providing an improved quality of life for thousands of people every year.”

Jann Gardner, Chief Executive

Cardiology conference success

Professor Hany Eteiba organised the Royal College of Physicians and Surgeons of Glasgow's successful Interactive Cardiology Conference on 8 March.

Health Secretary Jeane Freeman MSP delivered the keynote speech at the event, which saw experts from across the Golden Jubilee chair and lead many of the sessions.

Professor Eteiba, our Associate Medical Director Regional and National Medicine, and Vice President Medical at the Royal College, chaired a live MDT session and Dr Margaret McEntegart chaired the session on heart disease in women.

Dr Mitchell Lindsay presented the Scottish perspective of leading on quality in cardiovascular medicine, Professor Colin Berry talked about Glasgow's contribution to managing ischemic heart disease and Professor Mark Petrie spoke about how to fix heart failure, from research to bedside.

Dr Paul Rocchiccioli spoke about complexity of patient consent and shared decision making, while Dr Helene Mamet led one of the interactive sessions.



Hany



Jubilee gets Gold for eighth year in a row

The Golden Jubilee Foundation has retained the Healthy Working Lives Gold Award for the eighth successive year.

The Award recognises organisations which prioritise workforce health by helping staff lead healthier lives, reduce work-related ill health and absence rates and contribute to the health of the wider community.

Having first achieved the Gold award in 2011, it is maintained by annual self-assessment involving all the departments within the Foundation to participate in activities as well as evidence employee support to meet the required criteria.

The Occupational Health Department provides a confidential service offering advice on the physical, mental and social wellbeing of all staff, including pre-employment screening, immunisations, health surveillance, self and management referrals. They also provide access to smoking cessation literature and physiotherapy and Cognitive Behavioural Therapy (CBT) via an external provider.

Over the past few years we have offered employees a mini MOT which includes blood pressure recording and blood tests to measure cholesterol and glucose levels, resulting in some employees being referred to their GP for follow-up and early intervention treatment.

“It is fantastic to once again be recognised for all the hard work and effort which goes into ensuring we have a healthy workforce which is fit to care for our patients. This requires a huge effort and commitment from across the organisation. We are delighted that so many staff engage with healthy messages and activities, which both they and patients benefit from.”

Brenda Proud, Occupational Health Nurse

Delegates receive the Golden Jubilee experience

In March, Glasgow is the venue for the 24th International Forum* on Quality and Safety in Healthcare – one of the world’s largest conferences for healthcare professionals committed to improving patient care and safety.

A biannual gathering of healthcare professionals in quality improvement and patient safety, the International Forum supports and energises the movement for healthcare improvement and connects healthcare leaders and practitioners worldwide to improve outcomes for patients and communities.

On 27 March, the Golden Jubilee is hosting one of the Experience Days, giving international delegates a unique opportunity to see inspirational quality and safety initiatives in action across the organisation.

*The International Forum is jointly organised by the Institute for Healthcare Improvement (IHI) and the British Medical Journal. The ambition of both organisations is to improve healthcare and outcomes for patients and communities. The Forum is sustained by an international network of quality improvement and leaders.



“This visit will allow delegates to see the benefits of our high volume elective surgery and how we have developed to deliver increased quality of care with low complication rates, alongside introducing innovative practices.

“Our collaboration with regional and other NHS Board colleagues has also resulted in the redesign of cardiac patient pathways and models of care resulting in clinical and economic benefits.”

Gareth Adkins, Director of Quality, Innovation and People

Cardiology Nurse Forum

Sharing practice & experience

Thursday 23 May 2019, 6-9pm
Golden Jubilee Conference Hotel

This May sees the Cardiology Nurse Forum meet for the seventh time.

Set up in 2015 to share learning and experience amongst Cardiology nurses across Scotland, the Forum is also now open to Allied Health Professionals with an interest in cardiology.

Each meeting includes a session from the cardiology research nurse group – as well as an update on a study currently recruiting, there's feedback on a previously concluded study and the impact this has had on practice.

Topics at the May 2019 meeting include:

- First Year of TAVI at the Golden Jubilee,
- Optimisation of Cardiac Medication, and
- Acute Coronary Syndrome case studies.

To book your place...

email cardiologynurseforum@gjnh.scot.nhs.uk

Did you know?

The Forum was the vision of Frank Hearl, Senior Charge Nurse in our Coronary Care Unit.

He is joined on the current organising committee by Claire Ferguson, Cardiology Advanced Nurse Practitioner; Carolyn Graham, Coronary Care Unit Staff Nurse; and Stefanie Forrest, Cardiology Ward 2C Staff Nurse.

NHS Scotland Event

30 - 31 May 2019, Scottish Event Campus (SEC), Glasgow

This year's NHS Scotland Event takes place at the Scottish Event Campus (SEC) Glasgow on 30-31 May, with a theme of 'Working Together, Improving Outcomes'.

If you are attending, come along and visit the Golden Jubilee Foundation at stand 31 and Golden Jubilee Conference Hotel at stand 79.



Posters

Over 400 abstracts have been submitted from NHS Scotland employees, our voluntary and partner organisations, and other public and private sector organisations on a number of aspects of work they are undertaking, with or on behalf of NHS Scotland.



Registration

Information on how to book your free space will be communicated as soon as registration opens – keep an eye on eDigest for all the details.



Want to know more?

You can keep up to date on Twitter by following [@NHSScotEvent](https://twitter.com/NHSScotEvent) and visiting the event website: <https://nhsscotlandevent.com/>



Chief Executive Jann Gardner

People choose a career in healthcare for a multitude of reasons, but for some it's in their blood.

This is the case for new Chief Executive of the Golden Jubilee Foundation, Jann Gardner, who grew up under the wing of a father leading health innovation.

Like her dad, Jann is now at the forefront of driving healthcare change forward for the benefit of patients, but she doesn't believe the success of the Golden Jubilee will be down to just her, the Board or her team of Executives.

Our new Chief Executive is adamant everyone working here at the Foundation is an important part of the machinery and she wants staff to be right alongside her on the journey ahead.

I understand that you have to listen to staff



Jann said:

“My dad was a physicist so science was a huge part of my family life and I was always surrounded by very exciting and innovative things. He was involved in developing dental research and hip joints so that’s always been around me.

“I had a great childhood and a lot of the values I have today came from that time. I firmly believe we should always treat everyone with respect so it’s really a great honour to work in an organisation like the Golden Jubilee that is award-winning in terms of equality and diversity.

“I also fundamentally believe in valuing everybody’s contribution to make real success happen. I have always been struck by that lovely JFK moment when he went to NASA and asked the janitor what he did for a job - and the guy replied that he ‘put men on the moon’.

“I think that is equally true in healthcare. In an organisation like the Golden Jubilee, there are so many diverse roles all here to make patient care the very best it can be.

“The main pleasure of my career is that I’ve had the chance to do many different roles which I hope makes me a more rounded leader because I understand different aspects of healthcare provision and many different perspectives.

“Most critically I understand that you have to listen to staff and talk to people who are delivering and receiving the services in order to effectively do my role.”



Staff are our greatest asset in the NHS



Highly educated and skilled in healthcare leadership, Jann began her career as a Pharmacist after studying in Aberdeen.

From there she did an MSc post graduate in Clinical Pharmacy at Strathclyde University, Health Economics at Aberdeen University and then Project Management and prescribing at Strathclyde again.

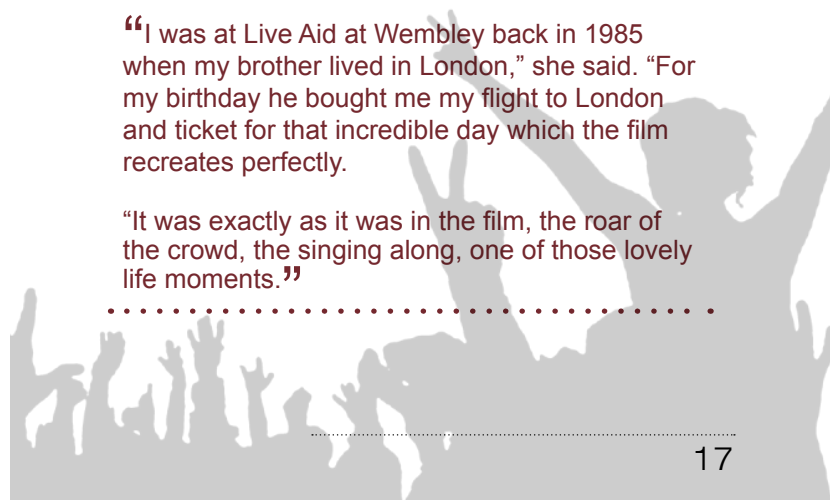
Her final post graduate course was an MBA at Warwick University, specialising in healthcare innovation and corporate entrepreneurship.

Prior to joining the Golden Jubilee Foundation, Jann was Chief Operating Officer and Deputy Chief Executive at NHS Fife.

But it hasn’t been all work and no play for our new Chief Executive. She has many hobbies but is never happier than spending time with her family and loves the theatre, cinema and music – with recent Oscar-winning movie Bohemian Rhapsody bringing back some fond memories.

“I was at Live Aid at Wembley back in 1985 when my brother lived in London,” she said. “For my birthday he bought me my flight to London and ticket for that incredible day which the film recreates perfectly.

“It was exactly as it was in the film, the roar of the crowd, the singing along, one of those lovely life moments.”



Getting back to business, Jann is once again keen to talk about how the destiny of the Foundation is in the hands of everyone.

.....

“Staff are our greatest asset in the NHS and basically by supporting them and the teams to realise their full potential, then I believe collectively the Golden Jubilee will achieve its full potential.

“For me, the best part of my job is to visit the clinical areas and have the chance to learn about the amazing work that we are doing and meet the staff and patients. Being able to see and feel the difference of what we do, truly lights up my day.

“While I’ll be working closely with our great Executive team and Board, you’ll also see me nipping into departments to say hello.

“I’m someone who wants to have a conversation and I would be delighted for someone to stop me in the corridor or knock on my door to have a chat.

“I’m going to be holding some drop-in sessions so I’ll be inviting staff to come and have coffee with me, get to know each other and tell me their ideas.

“That’s how I can do my job best – by understanding what I can do to support people and how together we can move forward to achieve even greater success.”

.....



Our expansions work and sharing the Jubilee model of care with other elective centres ensures a busy future at the Jubilee, and with a leader at the helm whose “North Star” is excellent patient care – that future is surely in good hands.

So if you see Jann out and about in the Hospital or Hotel, stop and have a blether with the boss.

Focusing on the future of the Golden Jubilee

Consolidation, expansion, technology and collaboration are the key future focus areas for Golden Jubilee Foundation.

Explaining her vision for the future, our new Chief Executive, Jann Gardner, said: "The Golden Jubilee is well known for being a high quality, innovative organisation. Staff have been at the forefront of this and I want to keep on building and supporting this great work."



.....
“This organisation has always been successful in continually improving. Part of that is empowering staff but part will be our ability to harness technology. Whether it’s robotics, digital technology or something that hasn’t been conceived yet, it’s critical that we stay ahead of that and make sure that we can adapt.”
.....



Collaboration with our wider NHS family is also an important aspect going forward. The exciting expansion developments and our work on the national elective centres programme and national training academies are just some examples of the way we are working in partnership with our NHS Board colleagues.

.....
“This is an exciting time for the Golden Jubilee and working with staff and partners, I want to develop our future plans with a clear Board strategy that everyone understands and, more importantly, will benefit the patients across Scotland.”
.....

Just a couple of months into the job, Jann is keen to meet up with as many staff as possible and get views on the future direction of our Board. Drop in sessions have been scheduled for the following dates in the Innovation Centre:

- Thursday 18 April 2-3pm
- Thursday 9 May 2-3pm
- Thursday 6 June 2-3pm



“ it’s critical that we stay ahead ”

International Day of Women and Girls in Science

Meet some of the Jubilee women doing the science stuff.

While the United Nations report a shortage of women and girls working in science jobs across the globe, the Golden Jubilee Foundation bucks the trend with our females doing science stuff.

In February we marked International Day of Women and Girls in Science by focusing on the important work of four Jubilee women – Megan Girvan, Niki Walker, Jackie Wales and Rebecca Houston.

Like all of our staff, these women all play a crucial part in the care we deliver to our patients and their journey here at the hospital when they are at a vulnerable point in their lives needing treatment.

Megan

Seventy per cent of a patient's journey involves biomedical science and Megan Girvan, a Specialist Biomedical Scientist, is a major part of that process on a daily basis.

Having graduated from Glasgow Caledonian University four years ago, Megan joined the team in the Laboratories six months later and has been a respected member of staff since due to her knowledge, commitment and bubbly personality.

Megan has loved all things science from a young age and excelled at the subjects in school and, upon leaving, knew her career was in this field.

However, her path to becoming a biomedical scientist was a rather opportune one.

“I was always interested in science, but I didn't know what discipline I wanted to work in. I loved biology and went on to a university's website and typed in 'bio' and biomedical science appeared.

“I read through it and knew straight away that's what I wanted to do and I love my job and working here at the Jubilee.”

Part of the International Day of Women and Girls in Science campaign is to break down discriminatory stereotypes which prevent women and girls from having equal access to education in science, technology, engineering and maths (STEM), and Megan says she has experienced this firsthand.



“When people ask where I work and I tell them, they automatically assume I'm a nurse for some reason, which is really annoying and part of this stereotype people have of women.

“I think the Golden Jubilee is helping to break down these barriers. Across the hospital you'll see strong women in senior roles, doing a great job. If more people came here and saw this it would maybe change a few attitudes towards women.”

Niki

Consultant Cardiologist Niki Walker is a heart specialist who is part of our Scottish Adult Congenital Cardiac Service (SACCS), treating patients who were born with heart conditions.

When patients need them, Niki and her team carry out congenital intervention through putting in stents and valves to keep their hearts beating healthily.

She also strives to develop new ways of treating people more effectively.

“Science always interested me at school and medicine combines science with people for me.

“There's also an aspect of science with art, personalising care to an individual's needs and trying to develop new ways of treatment for patients.”



Jackie

Jackie Wales has been the Head of Laboratories for five years and is a Fellow of the Institute of Biomedical Science. She also won the Scottish Government's Healthcare Scientist of the Year award in 2013.

She first qualified as a biomedical scientist in 1988 after following her dream down to the far reaches of England's south coast to train and study at Eastbourne District General Hospital and Bromley College of Technology.

“I was always interested in science and was good at it in school. When I left I went to the Mitchell Library in Glasgow – they didn't have internet in those days – and researched careers in science that I wanted were available and I saw one in Eastbourne.

“Back in the 1980s, there weren't many opportunities around, never mind for women.

“I was so keen I travelled to the south coast of England to do my training, but I was only given a one-way train ticket when I went for the interview.

“I had to ask the interview panel for my return ticket home.”



Rebecca

Lead Antimicrobial Pharmacist Rebecca Houston is a key member of the hospital Antimicrobial Management Team (AMT) and helps ensure antibiotics are used wisely.

The misuse of antibiotics in recent years has led to a nationwide campaign to educate the public in proper use – Keep Antibiotics Working.

Taking antibiotics when you don't need them encourages harmful bacteria to become resistant to them, so when you do really need antibiotics, they might not work, which puts your health at risk.

Rebecca's role also includes advising on the correct antimicrobial treatment for patients on wards; producing



and reviewing antimicrobial guidelines and educating staff on antimicrobial stewardship.

“I knew I wanted to work in healthcare and really enjoyed science subjects at school so this job joins the two of those things together.

“I love being able to improve the health of our patients through managing the use of their antibiotics appropriately.”

Goodbye and good luck



We wish a happy retirement to our Medical Director, Mike Higgins, after 11 years at the Golden Jubilee.

Having graduated in Medicine from Edinburgh University in 1981, Mike has predominantly worked in Anaesthesia and Cardiothoracic Intensive Care within the NHS.

Our first Clinical Director of Intensive Care, Mike joined the Golden Jubilee in 2008 with the transfer of heart and lung services. Since then he has also been our Associate Medical Director of Surgical Specialties and Interim Medical Director, becoming our Medical Director full time in December 2012.

Read...

For more information on the Keep Antibiotics Working campaign, visit <https://www.nhsinform.scot/campaigns/keep-antibiotics-working>

Con-grad-ulations are in order for our latest improvement leaders, Tilda McCrimmon and Ash Calvert.

Tilda, our Lead Nurse for Dementia, and Ash, our Clinical Effectiveness Manager, graduated from the Scottish Improvement Leaders programme run by NHS Education for Scotland earlier this year. Well done folks!



Robert Evans

Staff paid their final respects to Robert Evans, who sadly passed away this month following a long illness. Robert was a valued member of the Portering team.

After beginning his career at the Golden Jubilee with original owners HCI back in June 1996 as a Caretaker, he became a Concierge in the Hotel. He was a Hospital Porter from August 2003 until his retirement in December 2017.

Robert's funeral was held at Dalnottar Crematorium in Clydebank on 12 March.

Fond farewell for David

The Golden Jubilee said a fond farewell to a well known face this month as David Miller left for pastures new.

Staff wished David, who was an Associate Director of Human Resources, all the best in his new role with NHS 24 after nine years at the Golden Jubilee.



Volunteer Newsletter

March 2019

Issue 4

inVOLved



**Golden Jubilee
Foundation**

Patients at the heart of progress

Volunteer Strategy

Our Volunteer Services five-year strategic plan was approved by the Golden Jubilee Foundation Board in February 2019.

The Strategy aims to develop our thriving, inclusive volunteer service which meets the changing needs of patients, the organisation and the local community. It identifies a number of volunteering priorities which support the overall strategic plan of the Board.



You can access our Strategies on our website at:

<https://www.nhsgoldenjubilee.co.uk/publications/strategies/>

Service Developments

During the past year, we have continued to enhance the volunteer services we offer.

Pastoral Care

We are supporting the work of the Pastoral Care team by visiting inpatients. This service has developed significantly this year – we now have 10 volunteers covering all wards, including critical care, five days a week.

Sensory Service

We have reviewed and updated the hearing Loop systems in the Hospital. We have trained staff to use the fixed and portable Loop systems.

Quality Walk Rounds

An electronic questionnaire has been developed and volunteers provided with iPads to carry these out.

Activities Assistant

This new role supports Occupational Therapists – volunteers escort patients from the ward to the group, and will chat, listen and engage patients in activities.

Impact of volunteering

Volunteers have a direct and positive impact on patient care and:

- provide social and supportive contact for patients;
- maintain smooth patient flow;
- reduce late/missed appointments; and
- provide continuity for patients.

Golden Jubilee volunteers have even contributed to policy reform, helping change practice for allocating appointment times to elderly patients who need to travel a long distance to attend hospital.



Volunteer stories

The Golden Jubilee currently has 71 volunteers providing support across our volunteer services.

Many of our volunteers have been with us for more than five years, and some of them for more than 10 years.

Excellence Award

Congratulations to Anna Paz, Volunteer Activities Assistant and Meet and Greeter, who won the volunteer award at the Golden Jubilee Excellence Awards 2018.

Just two minutes

“I visited a patient who was awaiting Heart Bypass surgery. The man was sitting alone in his room and looked extremely nervous. I asked if he would like a chat about his operation, he immediately dismissed me. He told me he was in total panic and asked me to leave. As I got to the door I turned and said “Can I have just two minutes of your time?”. The patient took a long look at me and then said two minutes only. After 20 minutes, the patient was in full conversation and smiling. He shook my hand and said, “I am so glad that we had this conversation”. I get satisfaction from volunteering when I see that I can make a difference to the patient.”

John Lonergan, Peer Support Volunteer

More than words can say

“A number of patients have told of a relative/ child who has died of suicide. Listening to the story has been important to the patient as they have appreciated the chance to share with someone who is not part of the immediate family. It is good to give time to others; there is giving and receiving.”

Anne Strange, Pastoral Care Volunteer

Salt and pepper

“I think of the staff as the main ingredient in caring for the patient and the volunteer as the salt and pepper which, hopefully, helps enhance the patient experience. In my role, I interview patients to ask their opinion on the care and treatment they receive whilst in the Golden Jubilee. I also interview staff to ask if they are happy within their role and are listened to by management.”

Sandra Pairman, Quality Walkround Volunteer



Watch our Volunteer stories:

www.youtube.com/playlist?list=PLZeCzyCuo2tHLjTEomOWqhQw7CMIjd9W2

Annual Volunteer Event

This year's event takes place on Wednesday 5 June 2019 in the Golden Jubilee Innovation Centre. Details of the programme and timings will be sent out over the coming weeks.

Interested in volunteering?

Anyone interested in volunteering must complete an application form, Disclosure Scotland Declaration and supply two Referees.

All enquirers are asked to attend one of our Volunteer Information Sessions, which are held on the third Wednesday of each month.

To request a Volunteer Application Pack or to arrange attendance at one of our Volunteer Information Sessions, contact:

Elizabeth Rogers, Volunteer Manager
call 0141 951 5423
email Elizabeth.Rogers@gjnh.scot.nhs.uk
involvingpeople@gjnh.scot.nhs.uk





Susan Douglas-Scott and Carole Anderson at the Stonewall award ceremony

We're 'Star Performers' for championing equality

Double joy for Jubilee's LGBT work

In the year we celebrate 10 years as a Stonewall Diversity Champion, the Golden Jubilee Foundation has started 2019 with two major accolades from the LGBT charity.



We celebrated our fifth year as a Top 100 employer on the coveted Stonewall Workplace Equality Index (WEI) and won Star Performer of the Year for championing LGBT equality for staff and patients.

During this 10-year journey, the national NHS Board has become a leading LGBT employer learning and sharing best practice. It has also been the only Scottish NHS Board to feature in the Top 100 Employers list for the last five years.

Since 2009, our equality leads have worked with Stonewall – the national lesbian, gay, bisexual and trans (LGBT) charity – to improve services for LGBT staff and people who use our services.

This has led to the introduction of new diversity training programmes for staff and people managers, the Golden Jubilee LGBT network group and Allies and a range of opportunities for staff to learn about equality and show their support.

As a values based employer, we believe our staff need to feel safe to report any issues with bullying and harassment and we took time to help staff recognise and challenge homophobic, biphobic and transphobic behaviour.

Senior leadership on LGBT equality has been a strong and consistent element of our work. The Golden Jubilee Foundation was also the first NHS Board to have both its Chair and Chief Executive sign the Stonewall No Bystanders pledge, which was designed to support dignity and respect for staff and service users.

“The Golden Jubilee Foundation is proud to have been a member of the Stonewall Diversity Champions Programme for the past 10 years.

“We were deeply honoured to be awarded the Star Performer Award and delighted to feature as a Top 100 Employer for the fifth consecutive year. As an organisation that is expanding, we are committed to providing inclusive services to our patients and service users and a positive experience for our staff.

“Collaboration is central to our future plans and we are keen to continue working with a wide range of partners to drive LGBT equality forward.”

Carole Anderson, Head of Strategy and Performance and LGBT Equality Lead

“LGBT-inclusive employers play a crucial role in changing society by using their power and influence to proudly support LGBT people in their organisations.

“Our award winners are all leading the way championing lesbian, gay, bi and trans equality in the workplace. They know that helping staff feel that they can bring their full selves to work doesn't just make a huge difference to individual team members – it makes real business sense too. They are a shining example for others to follow on how to ensure all staff feel empowered and supported.”

Colin Macfarlane, Director of Stonewall Scotland



Ben Troth (second from right)
with his LGBT allies

Ben Troth, LGBT Ally, explains the History of the Pride Flag

“A true flag cannot be designed, it has to be torn from the soul of the people.” – Gilbert Baker

Fifty years on from the Stonewall riots which historians see as the start of the LGBT+ rights movement, what are we to understand from a flag?

The Golden Jubilee Foundation has a coveted position as a Stonewall Top 100 employer. The hard work undertaken to achieve this has also contributed to one of our Equality Leads being recognised as a top LGBT+ Public Sector Executive.

It's a legal requirement to treat all employees the same regardless of sexual orientation or gender identity and flying the flag is one small part of this. A brief, but by no claim comprehensive, consideration of its history is described below.

LGBT+ rights have been hard fought for, but by no means is the battle won. The nazi extermination camps used a pink downwards triangle to identify gay men within the camps. It's notable that even after the defeat of Hitler, West Germany continued using the penal code rendering gay relationships illegal until 1969. I'll return soon to how the pink triangle was reclaimed and remains in use today as a symbol of gay pride and the struggle for LGBT+ rights.

The year 1969 is now seen as a historical landmark for the LGBT+ movement, with the Stonewall riots taking place on Saturday 29 June 1969. Deriving its name from a New York bar whose patrons were harassed by the police because of their sexual orientation and gender identity, the push back during that night's raid resulted in six days of riots.

It's worth noting that fear of, and actual arrest, as well as financial extortion, were frequent at the time, with the Stonewall Inn staff usually being tipped off about police raids in advance.

Stepping into the 1970s, nationwide resistance groups were formed for equal gay rights in the wake of the Stonewall riots. The publication in 1972 of 'The Men with the Pink Triangle' led to the adoption of the symbol as

an acknowledgement of the systematic extermination of gay people during the nazi era.

The pink triangle was further adopted into the 1980s as a symbol against anti gay violence with a number of holocaust memorials using the shape to specifically acknowledge the extermination of people for no other reason than who they loved.

Gilbert Baker, a San Francisco artist, was asked to design a freedom flag by Harvey Milk – the first openly gay representative elected to high public office in the United States. Having been elected on a platform of positive hope for gay people, the challenge given was to provide a positive alternative to the pink triangle.

Harvey Milk and the San Francisco Mayor, George Moscone, were assassinated not long after by a disgruntled and de-selected politician who had previously voted against gay rights ordinance in the city chambers. The outpouring of grief then, as we still see and experience today in the wake of the Orlando nightclub massacre, means I, for one, make no apology for flying the flag.

Attending Glasgow Pride and working in the role of LGBT Ally, if it helps during the next 50 years, are a small but important contribution compared to the sacrifice and suffering of others in progressing the cause of equal rights.

P.S. If you have enjoyed reading this article then the film Milk (2008) tells the story of Harvey Milk. I wasn't aware of this whilst writing and probably didn't need any distraction either.

I have found engaging with the Golden Jubilee diversity network during my two years (and counting) to be a very rewarding process. Learning more and being better able to support people I work alongside benefits everyone across the Board.

To become an LGBT Ally, contact Carole Anderson on extension 5522 or email carole.anderson@gjnh.scot.nhs.uk

Kiltwalk challenge for nurses



From left: Eleanor, Jane, Kirsty and Linda will be donning kilts for MND

Senior nurses from the Golden Jubilee are doing this year's Kiltwalk to raise funds for MND Scotland as a thank you for a family member's care.

Kirsty MacLean, Eleanor Lang, Jane Rodman and Linda Nesbitt are taking part in the challenge on 28 April.

Kirsty's family received amazing support from MND Scotland when her husband was diagnosed with Motor Neuron Disease in June 2017.

If you'd like to sponsor the team, contact Kirsty on extension 5539.

What patients said on social media

Amazing!



My elderly father was helicoptered into CCU from Rothesay. I live on The Isle of Man so felt useless being so far away but was so relieved to have such lovely kind and caring staff looking after him. When he was able to talk to me he praised everyone for their professionalism and attentiveness. He certainly enjoyed their company the few days he had no visitors. Thank you for making him feel special and reassuring me on the end of a phone.

Shona Crawford,
Patient relative

Brilliant!

NRS Musculoskeletal @nrs_msk
NRS Musculoskeletal Retweeted Hollie Leonard. Great to see work done at @JubileeHospital by Jon and team @holliekirwan. I'll be a volunteer!



Kate Burton @KateBurton157
Back in the saddle this evening, first time since hip replacement 13 weeks ago. Hurrah no pain. Thank you @JubileeHospital @PAG1962 @JeaneF1MSP

Maggie Gibson @snuggledown66
Replying to @HannahB4LiviMP @JubileeHospital
After brilliant NHS care and physio I was so desperate that I tried Chiropractor -brilliant results with exactly the same thing. It's so so painful, especially when you're trying to work!

Fantastic!



Supportive!

Fabulous!

Fantastic hospital!
The volunteers are amazing and actually take you to the lifts. The hospital staff are lovely and so kind and helpful. Always get the best of care when there.

Kiki McMillan,
Patient

This hospital and staff are first class. My wife had a total hip replacement there and the service was second to none. Praise to doctors nursing staff and all concerned. Respect!

John Oman, Patient relative

First class!



Tell us what you think

We are testing out designs for your staff magazine, Jubilee Life. Please take a few minutes to tell us what you think.



1. Did you find the magazine interesting?

1 = very, 2 = quite, 3 = average, 4 = not very, 5 = not at all



2. Did you find the magazine easy to read?

1 = very, 2 = fairly, 3 = average, 4 = not very, 5 = not at all



3. Where did you access the magazine?

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4. How do you think we could improve the magazine?

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5. Any other comments?

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6. If you would like a response to your comments, please provide your contact details below.

Name: Extension number:

Email:

Please send your comments to the Communications Team by emailing comms@gjnh.scot.nhs.uk

